



# Kitchen

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## Objective and scope

This procedure describes guidelines of the correct operational handling with food in the kitchen.

The procedure defines the handling with food, store conditions and general rules for the kitchen.

This procedure applies to all staff who works at Kitchens in our hotels.

## Summary

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## 1 Kitchen definition

**Responsible:** *Head chef and all employees working in the kitchen*

Restaurant and canteen kitchens found in hotels and similar establishments are generally subject to public health laws. They are inspected periodically by public-health officials, and forced to close if they do not meet hygienic requirements mandated by law.

Within a kitchen all food is handled from the delivery through preparations until final serving presentation.

Hotel and restaurant kitchens typically have tiled walls and floors and use stainless steel for other surfaces (workbench, but also door and drawer fronts) because these materials are durable and easy to clean. Professional kitchens are often equipped with gas stoves, as these allow cooks to regulate the heat more quickly and more finely than electrical stoves. Some special appliances are typical for professional kitchens, such as large installed deep fryers, steamers, or a bain-marie. The fast food and convenience food trends have also changed the way restaurant kitchens operate.



Outdoor areas in which food is prepared are generally not considered to be kitchens, although an outdoor area set up for regular food preparation, for instance when doing a barbecue might be called an "outdoor kitchen". Special regulations and rules apply for resorts.

A head chef is the person in charge of the kitchen, he guides a team of chefs which do perform specific tasks within a kitchen. They do differentiate themselves through title such as Sous Chef, Junior Sous Chef, Demi Chef, Chef de Partie etc. depending on the number of employees working within the kitchen brigade.

## 2 Health and Safety

### ***Responsible: Head chef and all employees working in the kitchen***

Food safety has a very close link to food-borne hazards in food from the production up to the point of consumption. Since food safety hazards can occur at ANY stage in the food chain it is essential that adequate control be in place. Therefore, a combined effort of all parties through the food chain is required. It is essential that protective uniform gear has to be worn when carrying out various duties.

Meaning as a sample when opening oysters – special hand gloves and a defined knife have to be used within this process otherwise the employee is at risk harming himself. Taking care of yourself and colleague while you are working and during processes where more than one person is involved. Please see also national HACCP guidelines describe in the procedure **HACCP**.

Within the hotel and especially within the F&B department chemicals are being used nearly everywhere and by everybody. Chemicals are for disinfecting and cleaning surfaces, china and cutlery, floors and walls as well as any other objects within F&B. Each chemical product should be marked for the purpose, should indicate the composition of product, where to use and how to handle. It is mandatory to use the catalog range of product with the nominated suppliers.

In case of mishandling chemicals every employee should be aware of how to react in case of an emergency and where necessary equipment to counteract any infraction is located. Chemicals should only be used for defined areas, with defined mixing utensils (such as defined blender for mixing).

We advise that these kinds of processes should not be carried out mechanically. Danger occurs when a human being is the decision maker of blending chemicals with water. Chemicals are defined for their purpose – therefore the working tools should be defined in order to prevent wrong handling as well.

When handling with oil (deep fat fryer) special attention is required. Handling and usage must be transformed to every employee within the kitchen. A general understanding of the danger must be created by any supervisor in order to guarantee observant and vigilant. Legal national requirements apply; national control protocol needs to be used.

**Country legal requirements and regulations apply.**



### 3. Personal Hygiene

#### Uniform:

For kitchen and other employees working in and for the kitchen, footwear should be considered as closed, anti-slip and with low heels. Uniform should be in order according to standards of each Business Unit or country, not damaged and no jewelry should be worn within the kitchen. A defined hat for kitchen employees according to Business unit standard or other people at food preparation is mandatory. Local regulations may apply. Especially for the Stewarding part anti slippery shoes are mandatory!

- It is very important to care for your personal hygiene and usage of an appropriate deodorant
- Avoid using strongly perfumes
- After having a cigarette use any kind of product to freshen up your exhalation
- Wash hands after being to the toilet.

The location of first aid boxes or similar utensils should be clearly identified to ALL employees. See the prevention of Labor Risks regulations in each Business Unit or country.

One of the simplest measures that any person can take to prevent the spread of food-borne illness is to properly wash his or her hands before preparing or eating any meal. Many people who believe they are adequately washing their hands are sorely mistaken. According to studies 97% of females and 92% of males said they washed their hands, but those numbers turned out to be 75% of females and 58% of males upon observation.

Almost half the cases of foodborne illnesses could be prevented by better hand-washing by food handlers and the careful handling with raw food. In addition, hand sanitizer is a helpful follow-up to hand-washing, but it should never be used to replace this valuable technique.

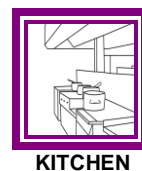
Wash hands after being to the toilet. After having a cigarette, use any kind of product to freshen up your exhalation and wash hands. Fingernails should be kept short and without any coloring. All other and further basic hygiene standards apply.

### 4. Kitchen utensils

All stoves, ovens, heating, cooling or any other equipment located within the kitchen should be handled according to their distinction. Particular cooling premises are sometimes taken too easily. Protective gear (Jacket and gloves) have to be worn while working longer in cold storage house or froster. While handling with any equipment bare always in mind the potential hazard they might cause to you and or colleagues close by. Knives should be handled, stored and cleaned with high attention.

Applicable utensils such as colored cutting boards should be used ONLY for their distinction (Sample: Green cutting board for vegetable and fruits; blue cutting boards for fish only; red cutting boards for meat only) This regulation applies only for countries with legal requirements).

Kitchen utensils should be maintained on a regular base (national requirements apply), cleaned according to product information, location of kitchen utensils should be in defined areas where other persons than kitchen employees cannot be harmed. Cleaning calendar according to HACCP regulation apply.



## 5. Food handling

### *Responsible: Head chef and kitchen employees*

It is very important to follow some performance rules for treating the spoiled food in order to avoid risks for the health of the employees.

Some foods should simply never be ingested in the first place because they have such a high risk of containing harmful bacteria that can make people ill. These foods include raw milk, unpasteurized dairy products, unpasteurized juices (such as fresh apple cider), raw meat, and raw cookie dough.

#### **Raw food:**

- Within the kitchen there are defined places (National legal requirements apply) how to handle and work with raw food.

It is also important to make sure that raw meats are cooked to the appropriate internal temperature before they are consumed. Safe internal temperatures for various meats include 74°C (165°F) for poultry, 68°C (155°F) for ground meat, and 63°C (145°F) for fish and pork. It is not sufficient to judge the doneness of meat by its internal color. Instead of simply eyeballing the meat, it is essential to use a meat thermometer to judge the safety of consuming the food.

National legal regulations apply, please see also **HACCP** process for further and detailed information.

#### **Thaw Meat:**

- It is not safe to let meat thaw on the counter all day, because this allows any germs present on the food to thrive. Safer alternatives to this practice include thawing the food under running water (21°C (70°F) or below) for less than 2 hours, placing the food in the refrigerator to thaw, or thawing the food in the microwave as part of the cooking process.

In cases of **suspected food spoilage**, food should never simply be taste or smelled in order to determine its safety. It is true that in some cases, the presence of mold or other growths may indicate that a food has reached its expiration date and should not be consumed. However, some foods may look and smell fine, but if they have been stored at

The **safe temperature** for foods in refrigerators is between 2°C (35°F) and 7°C (45°F), and freezers should be kept at -18°C (0°F) or below, national requirements do apply.

#### **Fruits and Vegetables:**

Fruits and vegetables are an important part of a healthy diet, and proper handling of them can help reduce your risk of food-borne illness.

1. **CLEAN:** Wash all products under running water before eating. Even if you plan to peel fruits and veggies, it's important to wash them first because bacteria can spread from the outside to the inside as you cut or peel them. Scrub firm products with a brush.



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2. **SEPARATION:** Keep products separate from meat, poultry, eggs, and seafood, in your grocery cart, bags, refrigerator and countertop. Use separate cutting boards for produce and meat and wash with warm, soapy water after each use.
3. **CHILLING:** Refrigerate all cut, peeled, or cooked produce within 2 hours. After a certain time, harmful bacteria may grow on products and increase the risk of foodborne illness.

Food processing is the set of methods and techniques used to transform raw ingredients into food or to transform food into other forms for consumptions by persons either in their home or by the food processing industry such hotels and restaurants. Food processing typically takes clean, harvested crops or butchered animal products and uses these to produce attractive, marketable and often long shelf-life food products.

The cooking process is often the time that food-borne pathogens are allowed to enter the food we eat because of the prevalence of cross contamination. Cross contamination occurs when a person handling raw meats, eggs, fish, or other foods containing harmful pathogens touches cooking utensils, cutting boards, or cooking surfaces and spreads the pathogens to ready-to-eat foods in the process.

This mode of transmission can be interrupted by washing hands after handling raw foods, washing utensils and cutting boards that have come in contact with raw food, and disinfecting counter surfaces frequently. Food processing is typically a mechanical process that utilizes large mixing, grinding, chopping and emulsifying equipment in the production process.

These processes inherently introduce a number of contamination risks. As a mixing bowl or grinder is used over time the food contact parts will tend to fail and fracture. This type of failure will introduce in to the product stream small to large metal fragments. Further processing of these metal fragments will result in downstream equipment failure and the risk of ingestion by the consumer.

## 6 Preservation of food

**Freezers and thawing food:** Freezer temperature should be maintained at 0°F and below. Food should never be thawed at room temperature; this increases the risk of bacteria and virus growth and the risk of food poisoning. Once thawed, food should be used and never refrozen. Frozen food should be thawed using the following methods:

- Microwave oven
- During cooking
- In cold water (place food in watertight, plastic bag; change water every 30 minutes)
- In the refrigerator

Throw out foods that have been warmer than 40 °F for more than 2 hours. If there is any doubt at all about the length of time the food has been defrosted at room temperature, it should be thrown out. Freezing does not destroy microbes present in food. Freezing at 0 °F does inactivate microbes (bacteria, yeasts and molds). However, once food has been thawed, these microbes can again become active. Microbes in thawed food can multiply to levels that can lead to food borne illness. Thawed food should be handled according to the same guidelines as perishable fresh food.

Food frozen at 0°F and below is preserved indefinitely. However, the quality of the food will deteriorate if it is frozen over a lengthy period. The United States Department of Agriculture, Food Safety and Inspection Service publish a chart showing the suggested freezer storage time for common foods.



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## Refrigeration

It is important to note that safe food storage using refrigeration requires adhering to temperature guidelines:

For safety, it is important to verify the temperature of the refrigerator. Refrigerators should be set to maintain a temperature of 40 °F or below. Some refrigerators have built-in thermometers to measure their internal temperature. For those refrigerators without this feature, keep an appliance thermometer in the refrigerator to monitor the temperature. This can be critical in the event of a power outage. When the power goes back on, if the refrigerator is still 40 °F, the food is safe. Foods held at temperatures above 40 °F for more than 2 hours should not be consumed. Appliance thermometers are specifically designed to provide accuracy at cold temperatures. Be sure refrigerator/freezer doors are closed tightly at all times. Don't open refrigerator/freezer doors more often than necessary and close them as soon as possible.

## Storing oils and fats

Oils and fats can begin to go rancid quickly when not stored safely. Rancid cooking oils and fats do not often smell rancid until well after they have spoiled. Oxygen, light and heat all contribute to cooking oils becoming rancid. The higher the level of polyunsaturated fat that an oil contains, the faster it spoils. To help prevent oils from going rancid, they should be refrigerated once opened. Opened, refrigerated cooking oils should be used within a few weeks, when some types begin to go rancid. Unopened oils can have a storage life of up to one year, but some types have a shorter shelf-life even when unopened (such as sesame and flaxseed).

## Vegetables

The guidelines vary for safe storage of vegetables under dry conditions (without refrigerating or freezing). This is because different vegetables have different characteristics, for example, tomatoes contain a lot of water, while root vegetables such as carrots and potatoes contain less. These factors, and many others, affect the amount of time that a vegetable can be kept in dry

storage, as well as the temperature needed to preserve its usefulness. There are various ways of preserving vegetables so that they can be stored for several months between harvest seasons. Techniques include pickling, home canning, food dehydration or storage in root cellars.

## Grain

Grain which includes dry kitchen ingredients such as flour, rice, millet, couscous and cornmeal and so on can be stored in rigid sealed containers to prevent moisture contamination or insect or rodent infestation. For kitchen use, glass containers are the most traditional method.

## Spices and herbs

Spices and herbs are today often sold prepackaged in a way that is convenient for pantry storage. The packaging has a dual purpose of both storing and dispensing the spices or herbs. They are sold in small glass or plastic containers, or reseal able plastic packaging. When spices or herbs are homegrown or bought in bulk, they can be stored at home in glass or plastic containers. They can be stored for extended periods, in some cases for years. However, after 6 months to a year, spices and herbs will gradually lose their flavor as oils they contain will slowly evaporate during storage. Spices and herbs can be preserved in vinegar for short periods of up to a month, creating flavored vinegar. Alternative methods for preserving herbs include freezing in water or unsalted butter.

## Meat

Perishable meats should be refrigerated or frozen promptly. Dry ageing techniques are sometimes used to tenderize specialty gourmet meats by hanging them in carefully controlled environments for up to 21 days. Semi-dried meats like salamis and country style hams are processed first with salt, smoke, sugar, or acid, or other "cures" then hung in cool dry storage for extended periods, sometimes exceeding a year. Unpreserved meat has only a relatively short life in storage.

## 7 Stock rotation and storage

### **Responsible: StoreKeeper**

#### ○ ROTATION

Food rotation is important to preserve freshness. When food is rotated, the food that has been in storage the longest is used first. As food is used, new food is added to the pantry to replace it; the essential rationale is to use the oldest food as soon as possible so that nothing is in storage too long and becomes unsafe to eat. This process is described as FIRST IN FIRST OUT.

#### ○ STORAGE

Labeling food with paper labels on the storage container, marking the date that the container is placed in storage can make this practice simpler. Legal requirements within each Country of a Business Unit and HACCP procedures are regulating this process in detail.

The best way to rotate food storage is to prepare meals with stored food on a daily basis.

Food has to be kept in designated areas and designated regulations in terms of cooling and natural conditions. Glass has to be tried to avert within the kitchen. Food is delivered to the hotel in a different way than it is stored upon further processing. Once the food has been received, controlled and verified, see process *Order-Reception Purchases* it has to be transferred into the cycle of the hotel.

Unpacking and arranging into the storage system of the hotel.

This duty can be carried out by a stock keeper or by employees assigned within the kitchen. Contamination of other food has to be avoided. Food distribution into the defined areas has to be carried out quickly not to harm or cut of any cooling chain or other process.

- The correct management to storage the food includes:
  - Controls for storage location access control: few keys and guarded for employees assigned. On weekends the keys should be kept at the Reception and any person requesting it should sign the Template *Store Key.xls*
  - No storage location fully opened in common areas (for instance corridors or open offices).
  - Use of transfers and returns to the main storage location when an event is finished and the goods will not be needed in the short run.



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## 8 Related procedures

Order-Reception Purchases  
HACCP

## 9 Templates and file

Template	Responsible	File period
Store Key	Storekeeper	12 months

## 10 Procedure validation

Version	Corporate area	Approved by:		Approval date
1	Operations (Process Owner)	F&B Operation Manager Operations Control Director Chief Operations Officer	Thomas Bartz Anja Loijens Ramón Aragonés	March 2012
	Internal Audit	SVP Internal Audit		
	Resources	SVP Human Resources SVP Purchasing		
	Strategy & Development	SVP Quality & Competition Chief Commercial Officer		
	Management Committee			Steering Minutes 16/04/2012